

UPS Returns®: Open A New World of Possibilities.

UPS Returns deliver an industry first — efficient returns to 98 countries and territories.

Now, you can create a returns process for your customers worldwide. If you have goods or documents that need to be returned from other countries, UPS offers an unmatched range of returns options. Plus, you can ensure that a commercial invoice is included with each shipment's return labels.

Returns Options

Options vary based on origin and destination countries and include:

UPS Returns

Print Return Label — You print the return label to include with the outbound shipment or send the label to your customer.

Electronic Return Label — UPS e-mails the return label to your customer.

Print and Mail Return Label — UPS prints the return label and mails it to your customer.

UPS Returns Plus

3 UPS Pickup Attempts — UPS makes attempts to deliver the return label and pick up the package at your customer's location on each of three successive business days. If the package cannot be picked up on the third attempt, the return label will be returned to UPS.

1 UPS Pickup Attempt — If the package cannot be picked up on the first attempt, UPS leaves the return label at the pickup location. Customers can then either bring the package to a UPS dropoff location or schedule a pickup.

Powered by UPS Technology

The UPS Returns process is automated through UPS shipping systems, such as UPS WorldShip® 10.0, UPS CampusShip® or UPS Internet Shipping (in expanded countries beginning in January 2008). Shipment labels and commercial invoices can be prepared by you and delivered or transmitted electronically to your customer. Your customer simply affixes the label and commercial invoice to the packages intended for return. You can provide enhanced customer service by tracking the shipment at ups.com® or through Quantum View®.

Worldwide Access, Simplified

Customers can give their returns packages to The UPS Store®, a UPS service provider, or drop it off at any UPS Drop Box* or locations that accept UPS packages for shipment, such as any UPS Customer Center or UPS Authorized Shipping Outlet® (note: dropoff locations vary by country). You can also schedule a pickup by calling a UPS office (see ups.com for specific telephone numbers). Additional pickup fees may apply.

*UPS accepts ground shipments with a UPS Returns label at all Drop Box locations. Size restriction applies to all Drop Box shipments (maximum size is 16" x 13" x 3").

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UPS Returns

Benefits for you and your customers:

Lets you create a formal returns process for international shipping — allowing your business to expand

Lets you arrange the return of items, even if UPS did not complete the forward movement of the item

Provides comprehensive visibility by tracking packages door-to-door

Accelerates your supply chain by providing a reliable returns process

Reduces costs that may be incurred due to Customs holds

